6. Measurement:
Average Time To Return FOC
Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• Rejected Orders. • For DSL Orders – orders rejected for incomplete or incorrect LSR[21] • For DSL Orders – orders denied for pair gain • SWBT only Disconnect orders. • Orders involving major projects. • Upon implementation of Performance Measurement 94, LNP and ~~LNP Without~~LNP Without Loop will be excluded from this measure.
Business Rules:
See Measurement No. 5
Levels of Disaggregation:
• All Res. And Bus. < 24 Hours • Complex Business (1-200 Lines) < 24 Hours • Complex Business (>200 Lines) < 48 Hours • UNE Loop (1-49 Loops) < 24 Hours • UNE Loop (> 50 Loops) < 48 Hours • Switch Ports < 24 Hours MANUAL • DSL Loop Makeup and Order < 3 business days (LM Info) plus 5 business hours for order[22] • DSL Supplemental Order < 24 hours • DSL Loop Order where loop makeup information already provided to CLEC or loop prequalification is "green" < 24 hours ELECTRONICALLY SUBMITTED VIA LEX OR EDI: • -DSL Loop Makeup and Order< 4 hours[23] • DSL Supplemental Order < 4 hours • DSL Loop Prequalification < 4 hours - DSL Loop Order where loop makeup information already provided to CLEC or loop prequalification is "green"< 4 hours
Calculation: | **Report Structure:**

[21] These two exclusions are proposed for the same reasons as stated in the proposed changes in PM No. 5.
[22] This category is for a one-step process in which the Loop Makeup Info and Order are contained in the same LSR.
[23] This category is the one-step process described in Footnote 22.

Σ[(Date and Time of FOC) - (Date and Time of Order Received by SWBT)]/(# of FOCs)	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – ~~None~~ Low Tier 2 – ~~None~~ Medium	
Benchmark:	
~~No Benchmark~~ See Measurement No. 5	

7. Measurement	
Percent Mechanized Completions Available Within one hour of Completion in SORD	
Definition:	
Percent mechanized completions Available within one hour for EDI and LEX.	
Exclusions:	
None	
Business Rules:	
The elapsed time for an LSR is calculated based on the time of the last service order, which establishes service, being completed in SORD to the actual time LEX or EDI received the SOC notification and it is available to the client. For example, if a multi-line, LSR has 10 lines, the stop time would be when the last of the 10 orders is completed in SORD.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# mechanized completions available to CLEC within 1 hour of completion on SORD ÷ total mechanized completions) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%, or parity with SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher.	

7.1 Measurement	
Percent Mechanized Completions Available Within one Day of Work Completion	
Definition:	
Percent Mechanized Completions Available Within one Day	
Exclusions:	
None	
Business Rules:	
Days are calculated by subtracting the date the SOC was Available to the CLEC minus the order completion date.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate ~~for~~ for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – ~~None~~ Low Tier 2 – ~~None~~ Medium	
Benchmark:	
97%, or parity with SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher.	

8. Measurement	
Average Time to Return Mechanized Completions	
Definition:	
Average time required to return a mechanized completion.	
Exclusions:	
See Measurement No. 7	
Business Rules:	
See Measurement No. 7	
Levels of Disaggregation:	
See Measurement No. 7	
Calculation:	**Report Structure:**
Σ[(Date and Time of Notice Of Completion Issued to the CLEC) - (Date and Time of Work Completion)] ÷ Total Mechanized Completions)	Reported on CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
~~No Benchmark~~ 1 hour	

9. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued unique LSRs and SUPPs for the electronic interfaces (EDI and LEX) or manual orders.	
Exclusions:	
None	
Business Rules:	
A reject is anything that is received via LEX or EDI that does not pass LASR edit checks or other edits prior to the order being distributed and is returned electronically to the CLEC.	
Levels of Disaggregation:	
None[24]	
Calculation:	**Report Structure:**
(# of rejects ÷ total unique LSRs and SUPPs) * 100	Reported on CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for the electronic interfaces (EDI and LEX) or manually provided.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Measurement is diagnostic. No benchmark required. Rhythms and Covad will seek a benchmark at the 6-month check in. It is vital that this Performance Measurement be implemented with both types of monetary damages.	

[24] For DSL carriers, this measurement (along with PM No. 9.1), as well as the actual occurrence of rejects for DSL orders, is a vital and important issue. Today, DSL carriers are experiencing a high rate of rejects. It is our understanding, based on SWBT statements that SWBT is already tracking this measurement by order type. If that is the case, then Rhythms and Covad request that the Levels of Disaggregation be revised to delineate DSL Orders. Rhythms and Covad also understands that this proposal is not intended to prejudice the Commission's consideration of further levels of disaggregation for the Measure for other CLECs.

9.1 Measurement

Percent Rejects – Initial LSR and supplemental LSRs for DSL Orders

Definition:

The number of rejections or denials of initial LSRs compared with the total number of initial LSRs submitted. The number of rejections or denials of supplemental LSRs compared with the total number of supplemental LSRs submitted.

Exclusions:

None

Business Rules:

A reject or denial is anything received from SWBT via fax, email, courier, LEX, Verigate, Datagate, or EDI notifying the CLEC that an LSR (either initial or supplemental) is presently not being processed by SWBT.

Levels of Disaggregation:

For Initial LSRs and Supplemental LSRS, disaggregated separately:

Each reason for reject (*e.g.*, incomplete or incorrect LSR, CLEC requesting a "non-standard" loop, loop requires conditioning, loop is over pair gain, loop is over NGDLC.

Calculation:	Report Structure:
(# of rejects of initial LSRs ÷ total initial LSRs) * 100 (# of rejects of supplemental LSRs/total supplemental LSRs)*100	Reported on CLEC, all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for the electronic interfaces (EDI and LEX) or manually provided.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Measurement is diagnostic. No benchmark required. Rhythms and Covad will seek a benchmark at the 6-month check in. It is vital that this Performance Measurement be implemented with both types of monetary damages.

10. Measurement	
Percent Mechanized Rejects Returned Within one hour of receipt of reject in LASR	
Definition:	
Percent mechanized rejects returned within one hour of the receipt of the reject in LASR.	
Exclusions:	
None	
Business Rules:	
The start time used is the date and time the reject is available to LASR; and the end time is the date and time the reject notice is provided to EDI or LEX and is available to the CLEC. A mechanized reject is any reject returned electronically (without manual intervention, including electronic message or email) to the CLEC via LASR.	
Levels of Disaggregation:	
None[25]	
Calculation:	**Report Structure:**
(# mechanized rejects returned within 1 hour ÷ total rejects) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% within 1 hour of the receipt of a reject in LASR	

[25] For DSL carriers, this measurement, as well as the actual occurrence of rejects for DSL orders, is a vital and important issue. Today, DSL carriers are experiencing a high rate of rejects. It is our understanding, based on SWBT statements that SWBT is already tracking this measurement by order type. If that is the case, then Rhythms and Covad request that the Levels of Disaggregation be revised to delineate DSL Orders. Rhythms and Covad also understand that this proposal is not intended to prejudice the Commission's consideration of further levels of disaggregation for the Measure for other CLECs.

10.1 Measurement

Percent Mechanized Rejects Returned Within Specified Interval After SWBT Receipt of Internal Reject Notice for DSL Orders

Definition:

A mechanized reject is an internal reject notice to SWBT personnel generated by SWBT's mechanized systems. Percent rejects returned within specified interval after the receipt of the reject in LASR.

Exclusions:

None

Business Rules:

The start time used is the date and time the reject is available to SWBT; and the end time is the date and time the reject notice is provided to EDI or LEX and is available to the CLEC, or for manual processes, the end time is the date and time the reject notice is transmitted to the CLEC by fax, email, or other means. A reject is any reject returned to the CLEC.

Levels of Disaggregation:

None[26]

Calculation:	Report Structure:
(# rejects returned within specified interval ÷ total rejects) * 100	Reported for CLEC, all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for all orders

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

For mechanized rejects delivered via LEX, EDI, Datagate, or Verigate: 97% within 1 hour of the receipt of a reject in LASR, or at parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is higher percentage and lower interval.

For mechanized rejects delivered manually via fax, email, or other means: 97% within 4 hours of the receipt of a reject in LASR, or at parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is higher percentage and lower interval.

[26] For DSL carriers, this measurement, is a vital and important issue. Today, DSL carriers are experiencing a high rate of rejects. It is our understanding, based on SWBT statements that SWBT is already tracking this measurement by order type. If that is the case, then Rhythms and Covad request that the Levels of Disaggregation be revised to delineate DSL Orders.

10.2~~1~~ Measurement:	
Percent Manual Rejects Received Electronically and Returned Within Five Hours	
Definition:	
Percentage of manual rejects received electronically and returned within five hours of the receipt of LSR from CLEC.	
Exclusions:	
• Manual rejects received through manual process i.e. via mail, fax or courier	
Business Rules:	
The start time is the time the LSR is received electronically via EDI or LEX and logged in LASR. The end time is the date and time the reject notice is available to the CLEC. A manual reject is a reject of an electronic LSR. The rejected order is any reject that errors out of SORD and is returned to the CLEC via LASR GUI.	
Levels of Disaggregation:	
• By State[27]	
Calculation:	**Report Structure:**
(# electronic manual rejects returned within 5 hours of receipt of LSR ÷ total electronic manual rejects) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% within 5 Hours[28]	

[27] For DSL carriers, this measurement, as well as the actual occurrence of rejects for DSL orders, is a vital and important issue. Today, DSL carriers are experiencing a high rate of rejects. It is our understanding, based on SWBT statements that SWBT is already tracking this measurement by order type. If that is the case, then Rhythms and Covad request that the Levels of Disaggregation be revised to delineate DSL Orders. Rhythms and Covad also understand that this proposal is not intended to prejudice the Commission's consideration of further levels of disaggregation for the Measure for other CLECs.

[28] In the event that the Levels of Disaggregation is modified to track DSL Orders, Rhythms reserves the right to request a modification to the benchmark to be consistent with the Arbitration Award that we obtain the benchmark, or parity with SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher.

11. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
See Measurement No. 10	
Business Rules:	
The start time is the time the LSR is received electronically via EDI or LEX. The end time is the date and time the reject notice is available to the CLEC. A mechanized reject is any reject returned electronically (without manual intervention) to the CLEC.	
Levels of Disaggregation:	
See Measurement No. 10 (note: Rhythms proposed modification to PM 10)	
Calculation:	**Report Structure:**
Σ[(Date and Time of Order Rejection) - (Date and Time of Order Acknowledgment)] ÷ (# of unique LSR's and Supps Rejected)	Reported on CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – None[29] Tier 2 – None	
Benchmark:	
See Measurement No. 10 (note: Rhythms modification to PM 10)	

[29] Rhythms and Covad believe that this measurement should be included for both Tiers of damages.

11.1 Measurement:	
Mean Time to Return Manual Rejects that are Received Electronically via LEX or EDI	
Definition:	
Average time to return manual rejects received electronically via LEX or EDI; receipt to return.	
Exclusions:	
• See Measurement 10.1	
Business Rules:	
See Measurement 10.1	
Levels of Disaggregation:	
• By State[30]	
Calculation:	**Report Structure:**
{Σ(receipt to CLEC of electronic manual rejects – receipt of electronic manual reject) ÷ total electronic manual rejects}	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate
Measurement Type:	
Tier 1 – None[31] Tier 2 – None	
Benchmark:	
Five Hours[32]	

[30] *See* Comments on Measurement No. 10.2.
[31] *See* Comments on Measurement No. 11.
[32] *See* Comments on Measurement No. 10.2.

12. Measurement	
Mechanized Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
None	
Business Rules:	
This measurement compares the features ordered on a mechanized order, to that which is provisioned on the switch.	
Levels of Disaggregation:	
~~None~~ DSL Orders All Other Orders	
Calculation:	**Report Structure:**
(# of orders completed as ordered ÷ total orders) * 100	Reported by individual CLEC, all CLECs, ~~and~~ SWBT, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – Low	
Benchmark:	
All Other Orders – Parity; DSL Orders – parity with that provided to SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher	

13. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders or LSRs from entry to distribution that progress through SWBT ordering systems.	
Exclusions:	
LEX/EDI excludes orders both electronically generated and rejected if error is caused by CLEC.	
Business Rules:	
The number of orders that flow through SWBT's ordering systems and are distributed in SORD without manual intervention, divided by the total number of MOG Eligible orders and orders that would flow through EASE within the reporting period. Orders that fall out after LASR, that are worked by SWBT and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.	
Levels of Disaggregation:	
• For CLEC typed orders by UNE loops, Resale, UNE Combos, and other - ~~-~~For DSL orders	
Calculation:	**Report Structure:**
(# of orders that flow through ÷ total MOG-eligible orders and orders that flow through EASE) * 100	Reported by individual CLEC, all CLECs, ~~and~~ SWBT, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
Parity: DSL Orders – parity with that provided to SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher.	

Billing

14. Measurement	
Billing Accuracy	
Definition:	
SWBT performs three bill audits to ensure the accuracy of the bills rendered to its customers: CRIS, CABS and toll/usage.	
Exclusions:	
Non-recurring charges are not part of the CRIS audit process, as SWBT has developed a test order process to ensure the accuracy of CRIS non-recurring charges.	
Business Rules:	
The purpose of the CRIS Bill Audit is to review and recalculate each service billed for each of the seven bill processing centers in the five states. Wholesale accounts are included in each processing center for every billing period. In the toll/usage bill audit, a sample of customer accounts is selected using an appropriate mix of USOCs and Classes of Service. The purpose of this audit is to ensure that monthly bills sent to the CLECs, whether it is for resale or unbundled services, and retail customers are rated accurately according to tariffs and CLEC contracts. For all accounts that are audited, the number of bills that have been released prior to correction (bills are audited for complete information, accurate calculations and are properly formatted) are counted as an error against the total bills audited.	
Levels of Disaggregation:	
- CLEC and non-CLEC	
Calculation:	**Report Structure:**
(# of bills not corrected prior to bill release ÷ total bills audited) * 100	Reported for aggregate of all CLECs, SWBT DSL Affiliate, and SWBT for the CRIS, CABS and Usage bill audits.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity	

14.1 Measurement	
Number of Errors Corrected After Bill Released	
Definition:	
The number of errors that are corrected in a bill after the bill is released to the CLEC.	
Exclusions:	
None	
Business Rules:	
SWBT will track the number of errors on bills that it makes after the bill is released to the CLEC.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of bills corrected after bill release ÷ total bills audited) * 100	Reported for aggregate of all CLECs, individual CLEC, SWBT DSL Affiliate, and SWBT.
Measurement Type:	
Tier 1 – None[33] Tier 2 – None	
Benchmark:	
Parity	

[33] Corrections in billing is a problem for DSL carriers at this time. Rhythms believes that this new Measurement should have both Tier damages. Rhythms reserves the right to propose the appropriate measurement damage level when it obtains additional information tracked from this measurement. Furthermore, Rhythms' proposal is not intended to prejudice consideration of further modifications of this measure by other CLECs.

14.2 Measurement	
Time Taken to Correct Bill Errors	
Definition:	
The time interval (measured in minutes, days, or months) that it takes SWBT to correct bill errors in CLEC bills after bill released.	
Exclusions:	
None	
Business Rules:	
The time starts when SWBT is notified by CLEC of an error in bill (after bill released). The time ends when SWBT corrects the error and notifies CLEC of the correction via electronic interface.	
Levels of Disaggregation:	
-None	
Calculation:	**Report Structure:**
Σ[(CLEC Query Date & Time) - (Query Submission Date & Time)] ÷ (Number of Queries Submitted in Reporting Period)	Reported on a CLEC, SWBT DSL Affiliate, and all CLECs basis by interface for EDI, DATAGATE and VERIGATE.
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
Parity; for DSL, parity with that provided to SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is lower.	

15. Measurement	
Percent of Accurate and Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized EDI process that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
EDI Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the EDI Billing data conform to the format outlined in the SWB Electronic Commerce Guide for EDI Billing, and is the EDI Billing data syntactically correct? For completeness, EDI checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due.	
Levels of Disaggregation:	
- None	
Calculation:	**Report Structure:**
(Count of accurate and complete formatted mechanized bills via EDI ÷ total # of mechanized bills via EDI.) * 100	Reported for CLEC, ~~and~~ all CLECs, SWBT DSL Retail, and SWBT DSL Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
99%	

17. Measurement
Billing Completeness
Definition:
Percent of service orders completed within the billing cycle that post in the CRIS or CABS billing systems prior to the customer's bill period.
Exclusions:
Access Service Orders billed through CABS.
Business Rules:
The Billing Completeness Measure includes all orders and is created from the Posted Service Order Database (PSOD). PSOD includes copies of all posted service orders for both the CRIS and CABS. PSOD includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator created based on these dates. This On-Time/Late indicator is calculated as follows: 1. Determine the Bill Date, Completion Date, and Post Date for any order that has an OCN number regardless of order type. 2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date. 3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar. 4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date, and Post Date of the service order to determine if order is on-time or late: • If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is late. • Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on-time. • In all other cases, the order is late. • The Billing Completeness Measure for each month is based on all orders that post within that given month. The denominator of the measure is all orders within a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for each CLEC, for all CLECs, and for all retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the AECN or OCN FID. The retail orders are all CRIS orders that do not include an AECN.

Levels of Disaggregation:
CLEC and non-CLEC[34]

Calculation:	**Report Structure:**
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100	Reported for CLEC, all CLECs, SWBT DSL Retail, SWBT DSL Affiliate, -and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity with SWBT Retail; for DSL, parity with SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher..	

[34] Rhythms and Covad are not certain what the levels of disaggregation for "CLEC and non-CLEC" represents. Rhythms and Covad seek a clarification on this terminology and reserves the right to propose further modifications, if needed.

Miscellaneous Administrative

21. Measurement	
Local Service Center (LSC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are 8:00 a.m. to 5:30 p.m. Monday through Friday.	
Levels of Disaggregation:	
~~None~~ By options provided by LSC message device.	
Calculation:	**Report Structure:**
Total queue time ÷ total calls	Reported for all calls to the LSC by operational separation and option separation and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT RSC / BSC	

21.1 Measurement	
Average Time Placed on Hold at LSC	
Definition:	
The average time a customer is placed on hold after the LSC has directed the call to a specific person or group.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
The clock starts when the customer is placed on hold after a SWBT representative directs the customer to a LSC person or group and the clock stops when a SWBT representative in that group answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system after the call is then transferred to SWBT personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are 8:00 a.m. to 5:30 p.m. Monday through Friday.	
Levels of Disaggregation:	
By options provided by LSC message device.	
Calculation:	**Report Structure:**
Total time on hold ÷ total calls	Reported for all calls to the LSC by operational separation and option separation for all CLECs, individual CLECs, and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT RSC / BSC	

21.2 Measurement	
Average Time on Hold When Use Workaround as Directed by LSC	
Definition:	
The average time a customer is placed on hold after the LSC has directed the customer to bypass the electronic system, or when placed on hold after the call is transferred to a direct line and out of queue.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
The clock starts when the customer calls into the specific SWBT group, as advised by the LSC, and is then placed on hold once that call is received by SWBT. The clock stops once the call is picked up after being on hold.	
Levels of Disaggregation:	
By options provided by LSC message device.	
Calculation:	**Report Structure:**
Total queue time ÷ total calls	Reported for all calls to the LSC by operational separation and option separation and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT RSC / BSC	

22. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total number of calls answered by the LSC within a specified period of time ÷ Total number of calls answered by the LSC	Reported for all calls to the LSC by operational separation and option separation and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with SWBT RSC / BSC	

23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
See Measurement No. 22	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
See Measurement No. 21	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs, SWBT DSL Affiliate and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with SWBT RSC / BSC	

24. Measurement

Local Operations Center (LOC) Average Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when the SWBT representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. The Measure includes calls to the LOC related to provisioning activities, e.g., coordinated conversions, as well as maintenance activities.

Levels of Disaggregation:

~~None~~
Calls Made to LOC-required numbers outside of general LOC telephone numbers[35]
Calls Made to LOC general telephone number

Calculation:	Report Structure:
Total queue time ÷ total calls	Reported for all calls to the LOC for all CLECs, SWBT DSL Affiliate and SWBT; and for calls to the LOC using outside telephone numbers for all CLECs, SWBT DSL Affiliate, and SWBT.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SWBT CSB

[35] The LOC has directed DSL calls to be made to a telephone number outside of the 1-800-833-7821 generally used by all other CLECs. For example, the LOC has instructed Rhythms to call 1-817-212-5900. Under the current measurement, these calls would not be measured, yet that is now the only avenue provided for Rhythms to work issues with the LOC.

25. Measurement	
Local Operations Center (LOC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Operations Center (LOC) within a specified period of time.	
Exclusions:	
See Measurement No. 24	
Business Rules:	
See Measurement No. 24 – Calls answered within 20 seconds.	
Levels of Disaggregation:	
~~None~~ See Measurement No. 24	
Calculation:	**Report Structure:**
Total number of calls answered by the LOC within a specified period of time ÷ total number of calls answered by the LOC	~~Reported for all calls to the LOC by operational separation and SWBT Retail (Repair Bureau).~~ Reported for all calls to the LOC for all CLECs, SWBT DSL Affiliate and SWBT Retail (Repair Bureau); and for calls to the LOC using outside telephone numbers for all CLECs, SWBT DSL Affiliate, and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with SWBT CSB	

26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 24	
Levels of Disaggregation:	
~~None~~ ~~s~~See Measurement No. 24	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and SWBT for 800 LOC calls and for LOC numbers outside of 800 numbers for DSL, or any DSL-specific-established telephone number.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with SWBT CSB	